

**PART TWO
DETAILED TASK INSTRUCTIONS**

***CHAPTER 4
SYSTEMS MANAGEMENT OFFICE**

***System Mission Statement:**

Responsible for the functional operation of all computer hardware, software, LAN, and telecommunication (voice, data, video, and imaging) systems within the OPLOC. Provide an information management focal point for ADP technology and telecommunications.

- Serve as Office of Primary Responsibility for all current and new software, computer equipment, the assignment of computer equipment, and communications issues. Provide management with future systems enhancements and upgrades. Act as focal point for all merger actions and coordinate schedule of events with the DMC and other interested parties. Ensure all pre-merger actions have been completed. Review consolidation checklist and accomplish taskings by the required due date.
- Responsible for managing systems, coordinating data table and code changes, maintaining master coding tables and controlling system access.
- Serves as the systems technical coordinator.
- Analyzes system effectiveness and resolves/reconciles/reports problems as required.
- Assists and coordinates training of employees on equipment and software.
- Ensure computer equipment and software is purchased to meet mission requirements.
- Staff all questions raised by management and provide information as appropriate.

Chapter 4 Systems Management Office is divided into 3 Sections. Section A is General/Print requirements, Section B is Operational Systems, and Section C covers communications.

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A - GENERAL/PRINT REQUIREMENTS

1. ★TASK - OPLOC Liaison for all System Functions

Introduction: Serves as the systems liaison between OPLOC, FSO, ANG, DMC, and EMO.

a. OPLOC:

(1) Appoint personnel to act as system focal points for the OPLOC for each DMC/EMO as appropriate. Provide name, office/home phone number, system, and other information as required to the DMC/EMO by letter.

(2) All systems problems will be directed to the DMC/EMO by the systems management office.

(3) Follow established procedures for reporting system problems, i.e. DIREP, ARS Remedy, SITREP, etc.

(4) Disseminate information on system changes/problems to all appropriate customers, i.e. Newsletters, SANs, HUMs, PANs, Releases, etc.

(5) All OPLOC personnel will route problems through appropriate TASO or help desk for problem resolution.

b. FSO:

(1) Appoint on-line system focal point to the base communications group/squadron and to the OPLOC.

(2) Contact OPLOC for systems problems.

c. ANG:

Same as FSO.

2. ★TASK - Technical Training Liaison

Introduction: Jointly responsible with Human Resources and Admin for assisting and coordinating training of all employees on equipment and software.

a. OPLOC:

- (1) Utilize all available resources to conduct training:
 - (a). OJT/CDC's
 - (b). PC/Functional Expertise
 - (c). Formal/Contractor Training
 - (d). Computer Based Training (CBT), i.e. Software tutorials, self paced, etc.
- (2) Assists and coordinates training for all employees.
- (3) Provides initial system training to all new employees, i.e. LAN Access, cc:mail, DMC Access, etc.
- (4) Review Comptroller System Newsletter from HQ SSG for training requirements. Take appropriate action as necessary.

b. FSO:

- (1) This requirement could be handled by the Comptroller Training NCO (or Squadron Training NCO, or applicable training NCO), but must include computer system training.
- (2) Schedule new employees for microcomputer, mainframe and software training.
- (3) Contact base communications group/squadron for on-base computer training classes either offered through the Base Education Center or the base communications group/squadron.

c. ANG:

Same as FSO.

3. ★TASK - On-Line Print Management.

Introduction: designates personnel to handle the distributive print process. Ensure all output products are directed to the proper print areas. Also ensure adequate print supplies are available to operate on a day-to-day basis.

a. OPLOC:

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(1) Designate individuals to handle distributive print. This requirement will require an alternative work schedule to handle early morning print, weekend printing and publishing.

NOTE: PaperView, ViewFinder, List Enhance, WinBas, OLRV, Louis II, FTP Server, Advance Retrieval Software and other print replacement systems are strongly encouraged.

(2) Establish print requirements in PSERVER and Distributive print as required. Deputates must provide print requirements to the Systems Management Office.

(3) Retain end of month print listings for archive purposes (AFMAN 37-139 or DFAS replacement). Save the print files for the end of month reports to magnetic media (3 1/2" disks or magnetic tape) for archive purposes. See Atch 4-1 for specific controls and instructions. Remember the Distributive Print Work Station back-up is only for 7 days.

(4) Monitor print being downloaded to the distributive printer during the day for programs being run on-line, such as the IPC/BQ recon. Conduct print utility SAVES on these files as required prior to printing the products. VERY IMPORTANT - MAKE SURE TO SAVE PRINT FILES FIRST. Once the output file is printed, it is deleted from the print queue. If the file has not been saved, there is no way to recover output files without running the computer program again. Print products as required.

(5) For CPAS product distribution use CA-DISPATCH, DJDE records. For FIABS use CA-DISPATCH.

(6) Establishes print requirements for Depot Maintenance Systems.

(7) Establish computer paper, ribbons and laser toner stock requirements. Report requirements through OPS Order.

(8) Establish requirements for special forms to include a back stock to meet emergency situations.

(9) Distribute the appropriate products.

b. FSO:

(1) Same as OPLOC.

(2) If you desire to use print viewing utilities contact base communications group/squadron, as it is sold with a site license to the base, not to the OPLOC.

(3) Notify the OPLOC System Office of product requirements.

c. ANG:

Same as FSO.

4. ★TASK - Support Development of Information Technology Budget and Budget Estimates.

Introduction: OPLOC focal point for computer systems purchases and/or replacements.

a. OPLOC:

(1) Consolidate deputates' requests for ADPE for submission of budget. Include computer paper, ribbons floppy disks, binders, CD-ROM storage disks and other data storage media in the budget.

(2) Prepare ADPE budget requirements incorporating mission changes.

(3) Include ADPE purchases to meet life cycle replacement program. Include purchases of software upgrades/site licenses.

(4) Assist other deputates with their microcomputer/software requirements.

(5) Submit budget by suspense date in required format.

b. FSO:

(1) Follow local base procedures for budget submission through the Comptroller Resource Advisor.

(2) The Unit Resource Advisor provides format for budget submission.

c. ANG:

Same as FSO.

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5. ★TASK - Ensure Implementation of Information Resource Management Policies from Defense Finance and Accounting Service Headquarters and Defense Finance and Accounting Service Denver Center.

a. OPLOC:

Follow published guidance provided by DFAS-HQ, DFAS-DE and FSADE.

b. FSO:

No action required.

c. ANG:

No action required.

6. ★TASK - Coordinate Facility/Technology Requirements.

Introduction: Ensure the plan for facility and technology enhancements are coordinated throughout the proper approving authorities.

a. OPLOC:

(1) Review building layout and placement of new equipment. Advise and coordinate on building modification requirements, i.e., dedicated power, surge protection, UPS, dedicated communications lines, accessibility, raised floor, security requirements, etc.

(2) Work with other deputates to determine their technology requirements and the best way to meet their needs.

(3) Review future systems enhancements and determine equipment/software requirement. Prepare purchase requests as required to meet management's future needs. Coordinate incoming shipments with the administration Deputate primary property custodian.

(4) Coordinate with the FSO on their requirements to meet their needs.

b. FSO:

(1) Same as OPLOC.

(2) Contact OPLOC, BNCC, local communications group/squadron and civil engineering activity.

c. ANG:

Same as FSO.

7. ★TASK - Provide Risk Analysis and Security Assessment.

a. OPLOC:

- (1) Follow appropriate DFAS-DE/FSADE risk analysis procedures.
- (2) Perform risk analysis annually or on an as directed schedule.
- (3) Obtain risk analysis regulations from appropriate sources.

b. FSO:

- (1) Follow local base procedures.
- (2) Contact base communication group/squadron for guidance.

c. ANG:

Same as FSO.

8. ★TASK - Contingency Operations

Introduction: Contingency Plans to handle adverse conditions.

a. OPLOC:

- (1) Coordinate and develop system recovery plans to ensure continued operations.
- (2) Incorporate Systems Management Office plans in OPLOC CONTINUITY OF OPERATIONS PLAN and LIVING DISASTER READINESS PLAN SYSTEM.
- (3) Systems Management Office Chief is a member of the Crisis Control Center (CCC).
- (4) Must inform customers of contingency developments.

b. FSO:

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(1) Provides assistance to OPLOC CONTINUITY OF OPERATIONS PLAN as negotiated.

(2) Follow local established procedures and inform OPLOC Systems Management Office.

c. ANG:

Same as FSO.

9. ★TASK - Help Desk

Introduction: Provides a single focal point to receive and record customer initiated request for assistance.

a. OPLOC:

(1) Implements and maintains Action Request System (ARS)/Remedy System.

(2) Receives, evaluates, assigns priority, and distributes work order requests and follows up to ensure completion.

(3) Research through ARS knowledge base for problem resolution.

b. FSO:

Submits request for assistance through TASO to OPLOC.

c. ANG:

Same as FSO.

B. OPERATIONS

1. ★TASK - Opening and Closing Procedures

Introduction: Validate database of all applicable systems to ensure correct position.

a. OPLOC:

(1) Systems Management Office validates opening and closing inquiries.

- (2) If there are no identified differences, process OP-STATUS.
 - (a) Validate to ensure PSURPB process has finned properly (i.e., IK0, PS0, IJ0)
 - (b) Start ICI (NTQP30)
 - (c) Password protect database when appropriate
- (3) If there are differences, do not process OP-STATUS:
 - (a) Validate differences, coordinate with accounting Deputate to rectify.
 - (b) After ensuring database integrity, process OP-STATUS.
- (4) EOD closing session:
 - (a) Down ICI (NTQP30)
 - (b) Run BQ History
 - (c) Down ADS
 - (d) Run closing inquiries
 - (e) Start EOD schedules
- (5) Systems Management Office will receive and provide the CPAS Exception Balancing Report (BR1) to the appropriate office.
 - (a) If out of balance condition exists, applicable office notifies DMC, HQ AFMC, and CPAS users and takes appropriate action.
 - (b) If no out of balance condition exists, no action is required.
- (6) OPLOC will establish a procedure to notify the bases when the system is available.

b. FSO:

- (1) Do not access the system until notified by the OPLOC.

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(2) Contact Systems Management Office for any ICI problems. NOTE: DO NOT RUN ICI COUNT - OPTION C FROM INTERFACE PROCESSING SUB MENU.

(3) Contact OPLOC for weekend on-line time.

c. ANG:

Same as FSO.

2. ★TASK - Computer and Products Schedule

Introduction: Systems Management Office is responsible for all scheduling and execution of computer programs, excluding TIP executed Batch jobs and retrievals.

a. OPLOC:

(1) Establish master program schedule in conjunction with deputates and FSOs on a monthly basis. Schedule will be consolidated and prepared monthly by Systems Management Office. Exceptions to the schedule should be made no later than 24 hours in advance and the DMC system monitor notified. This requirement should not be construed as mandatory and cause late reports or mission failure. See AFM 177-370, attachment A-4 and other user manuals for the definition of the program Ids.

(2) Prepare the Master Run Schedule in SAM (Scheduling Automated Manager) or comparable system. In CPAS update CA-DISPATCH and DJDE records for product distribution and coordinate with appropriate DMC.

(3) Systems Management Office prepares and/or validates control records for OPLOC and FSOs to request products and reports. Coordinate with deputates and FSO on product options. Store control records based on local procedures.

(4) Forwards product requests to the FSO monthly for depot Maintenance Systems. Coordinates special products via phone or fax.

(5) Schedules standard production runs for the Depot Maintenance Management Information System (DMMIS) and assists when necessary with DMMIS Job Stream submission.

b. FSO:

(1) Forward product requests to the OPLOC monthly.

(2) Coordinate any special products via phone, fax, or other established procedures.

(3) Ensure FMA receives a copy of the schedule. Highlight the supply and civilian pay interfaces.

For CPAS, FSO forwards request for generated output products access and to have CA-DISPATCH updated for routine receipt of products.

(4) Notify OPLOC Systems Management Office of any schedule changes required due to mission requirements. Notify Systems Management Office 24 hours before output product is needed.

(5) Schedule DMBA-AF related runs and products required for the Depot Maintenance Systems.

c. ANG:

Same as FSO.

3. ★TASK - Perform Table Maintenance

Introduction: Responsible for maintaining accounting system tables.

a. OPLOC:

(1) Ensure the MART is updated through program, NBQA50.

(a) Inquire Hash/Sequence totals using NBQH92 inquiry. (See AFM 177-370, section 36, for inquiry format and section 20 for "GET PROC" frame procedures.)

(b) If Hash/Sequence totals do not change, the MART update did not process. See AFM 177-370, section 36, paragraph 36g, for retransmission instructions. Research BLAMES system listings to ensure MART files were received.

(2) Maintain BQ User/Validation table.

(a) Update based on approved DISA Form 41.

(b) Store backup copy off-line.

(3) Maintain BQ base variable file (NBQ610).

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- (a) Control base variable files to ensure integrity.
- (b) Prepare changes to the Base Variable File (NBQ61X) as requested by accounting. Prevent unauthorized access to the file. Add new OAC/OBANs, site codes, SRANs and print distribution codes in the applicable Base Variable File records. The Business Funds Branch coordinates any new SRANs with the Systems Management Office.
- (c) Store backup copy off-line
- (4) Maintain ADRSS tables in conjunction with the DMC's.
 - (a) Add for new reports outgoing/incoming.
 - (b) Add for routing of interfaces from FSOs.
 - (c) If an error exists, clear the transmission reject file (AFM 177-370, section 36).
- (5) Update CPAS Validation Table I, II and Data Manager tables (refer to AFMCM 177-417).
- (6) Maintain Interface Parameter File (ZBQI0DUNDD40).

b. FSO:

- (1) For CPAS, FSO will update validation table I for BPAC and notify the OPLOC CPAS Data Manager for other updates required.
- (2) Prepare changes to the Military Personnel Expense Table 33. Contact base military personnel flight/personnel systems management for date the file is ready for review, associated DESIRE listings and the appropriate file name. Update the Table 33 with the information required. See AFM 177-370, section 47, for format of “**8” records. Contact personnel systems management when file is updated.
- (3) Contact Business Funds Branch to add or delete OAC/OBANs and SRANs for changing the base variable file at the OPLOC (NBQ61X).

c. ANG:

Same as item 3 under FSO.

4. ★TASK: System Security

Introduction: Focal point for all mainframe applications excluding hardware/software system security.

a. OPLOC:

(1) OPLOC Director or Principal Deputy Director appoints AISSO for systems in writing.

(2) Appoint in writing and train TASOs in the following areas: system security, resource protection, virus protection, etc.

(3) Maintain appropriate security regulations.

(4) Receive supervisor approved DISA Form 41 from OPLOC users after security manager has signed off for requesting User ID/Passwords. DISA Form 41 must include:

(a) All required system access (ie. AA, BQ, TQ, etc.)

(b) System access level

(c) Suggested Tech ID if applicable

(d) Indicate terminal access required

(5) Systems Management Office briefs new employees on computer system security prior to issuing User ID/Password.

(6) Establish computer security training procedures for employees on use of mainframe applications.

(7) AISSO will implement DMC security policy.

(8) AISSO ensures that no associate has access to more systems or at a higher level than is required to accomplish his/her duties. Accounting personnel will not have access to the disbursing systems such as IPC. Personnel with access to finance, disbursing, and accounting systems could cause fraudulent payments. Internal control would be seriously compromised.

(9) Systems personnel review daily the security listings provided by the various systems to ensure that unauthorized access is not attempted. All security violations are immediately reported to the Division Chief or the assistant.

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(10) All suspected password compromises are reported to the Deputate and the password changed for the individual.

(11) Procedures for periodic password changes are established for the mainframe applications. Passwords for separating, transferring, or retiring personnel will be changed. Deputates are required to notify the Systems Management Office when personnel move to a different branch/division. Systems Management Office personnel must review their USERID for changes in level of access, privileges, and system access.

(12) The Deputy Director for Finance is responsible for assigning personnel security in the TZ systems.

(13) Forwards requests for User IDs/Passwords for Depot Maintenance Systems and JOCAS to the FSO.

(14) Establish recurring resource protection briefing (annually) for all employees on computer security, software security, viruses, etc.

b. FSO:

(1) Establish TASO with the local base BNCC and OPLOC Systems Management Office.

(2) Submits all approved DISA Form 41 through local TASO for mainframe system access.

(3) Report any security violations to the local BNCC/base communications group or squadron and the OPLOC Systems Management Office.

(4) Computer users that are locked out for a User ID/Password violation submit request for reset to Systems Management Office through FSO TASO or local established procedures.

(5) For FSO controlled Depot Maintenance Systems and JOCAS, the request is either approved or denied and appropriate follow-up action is taken. For Non-Depot Maintenance Systems User Ids and Password actions, requests are forwarded to appropriate offices.

c. ANG:

Same as FSO.

5. ★TASK - Interface Control

Introduction: Responsible for monitoring all incoming and outgoing interfaces with coordination from Accounting and Finance Deputates.

a. OPLOC:

- (1) Run interfaces as requested.
- (2) After customer notification of missing interface file, follow-up with provider to obtain missing file. Contact the FSO only if the provider cannot be of assistance.
- (3) OPLOC follows up with DMC on out bound interface from CPAS to BQ, acquisition due in systems, etc.
- (4) Verify and validate interface files for DMMIS/FARs (Depot Maintenance Systems) and schedule pre-processor runs pre-posting batch processing.
- (5) Schedule Financial Inventory Accounting and Billing System (FIABS) interfaces as required. Reference AFCM 177-24 for input and output interfaces.
- (6) Acts as the ADRSS monitor for the OPLOC.

b. FSO:

- (1) When notified by the OPLOC of missing interface, contact the appropriate base interface provider and determine status of the missing interface and projected submission of the interface to the OPLOC.
- (2) Check for interface occurrence and determines status for and missing interfaces for the Depot Maintenance Systems.

c. ANG:

Same as FSO.

6. ★TASK - File Transfer

Introduction: Provides sufficient file transfer capability for mainframe transfers.

a. OPLOC:

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(1) Provide assistance and training to other functional users to transfer data files to or from another base, OPLOC or DFAS-DE using DataExpress, WINGAMPS, SAM, FTP, IPF, etc.

(2) If a file needs to be transferred on a recurring basis, establish procedures in ADRSS (Search and Move) to handle this requirement. Contact the DMC ADRSS monitor for assistance.

(3) Documents file transfer requirements and Memorandums of Agreement between sending and receiving systems.

(4) Provides assistance to functional users in the use of WINMOOPS/WINGAMPS which are used for creation and processing transactions into the BQ system.

b. FSO:

(1) Contact OPLOC Systems Management Office for assistance.

(2) Responsible for coordinating and providing file transfer information for local activities (i.e., CE, MILPERS, Supply, etc.).

(3) Responsible for providing appropriate access to local system.

c. ANG:

Same as FSO.

7. ★TASK - Performance Analysis

Introduction: Performs analysis on Operational Systems

a. OPLOC:

(1) Track and report mainframe downtime cause and resolutions (i.e. SITREP, DIREP, etc.).

(2) Track and report computer response time for TIP, Demand and Batch in accordance with local procedures.

(3) Monitor mainframe performance against service level agreement (SLA) with DISA. Prepare and report performance findings to appropriate activity.

(4) Coordinate cause, resolution and projected up time with the FSO and ANG FSO.

(5) Systems Management Office controls job execution to ensure optimal system performance.

(6) Console mode deteriorates the tip on-line response time. CONS privileges should therefore be limited to Systems Management Office and other required users. Personnel outside the OPLOC will not be given CONS privileges.

b. FSO:

Report slow response time/downtime to OPLOC Systems Management Office through local TASO.

c. ANG:

Same as FSO.

8. ★TASK - “Ad Hoc” Computer Queries

Introduction: Develop and assist in the creation and maintenance of data extraction programs and methods.

a. OPLOC:

(1) Receive development request from division/Deputate level personnel.

(2) CPAS users will develop their own data queries.

(3) Systems Management Office controls user capabilities, access level, and execution for applicable query applications.

b. FSO:

(1) Users will develop their own data queries and request assistance for retrieval development as needed.

(2) Must request the availability of applicable query capability (i.e. weekend, non-duty hours, etc.).

c. FSO:

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Same as FSO.

9. ★TASK - Delete Parameter Records.

Introduction: This is used to delete flagged optional product programs that have not finished (FINNED) properly.

a. OPLOC:

(1) Verify (using CONS) that the parameter to be deleted has error FINNED and is not currently running. Use an RC (Run Check) command NTQ*** (program name). Determine the cause of the error and inform functional OPR of corrective action taken.

(2) If program finned properly, choose Delete Parameter Record process from Optional Products Sub Menu, Option 1.

b. FSO:

If message "Program NTQ***" is running, see AFM 171-390; contact OPLOC Systems Management Office for corrective action.

c. ANG:

Same as FSO.

C. ★COMMUNICATIONS

1. TASK - Local Area Network, Electronic Mail, Focal Point.

Introduction: Administrator for LAN, E-Mail, and WAN.

a. OPLOC:

Appoint a LAN manager for the OPLOC who will:

(1) Establish procedures to issue User IDs/Passwords to branch/division personnel.

(2) Receive supervisor approved DISA Form 41 from OPLOC users after security manager has signed off.

(3) Provide training to employees on the use of the LAN and LAN security.

(4) Ensure that LAN passwords are changed on a regular basis.

(5) Ensure that backups of the LAN system are accomplished on a recurring basis, and will contact FSADE for LAN guidance.

(6) Coordinate LAN equipment requirements. Obtain new/additional equipment to meet mission requirements, to include cables, boards, software, servers, and tape/disk backup devices.

(7) Load/maintain approved software on the file servers and monitor software usage to preclude software licensing violations.

(8) Consolidates firewall protocols and submits to applicable EMO.

(9) Monitors ELAN performance.

b. FSO:

If FSO has LAN connectivity, follow established local procedures.

c. ANG:

Same as FSO

2. ★TASK - Telecommunications Focal Point

Introduction: Serves as office of primary responsibility for all current and new telecommunications issues (voice and data). All billings related to telecommunications issues will be controlled and certified by the Directorate of Administration.

a. OPLOC:

(1) Maintains voice network where applicable.

(2) Video Teleconferencing (VTC).

(3) Electronic Data Management (EDM) - imaging where applicable.

(4) Electronic Data Interchange (EDI) where applicable.

b. FSO:

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Follow established local procedures.

c. ANG:

Same as FSO.

3. ★TASK - System Security

Introduction: Focal point for all hardware/software system security excluding main frame applications.

a. OPLOC:

(1) Appoint Alternate Information System Security Officer (AISSO) for systems in writing.

(2) Appoint in writing and ensure Terminal Area Security Officers (TASOs) are trained annually on system security, resource protection, virus protection, etc.

(3) Accountable equipment is centrally controlled by the Administration Deputate's Primary Property Custodian, via DFAS-DE/CWLS. Recommend that an alternate property custodian for the Systems Management Office be established to work with the primary property custodian in developing an ADPE sub-account to better serve the ADPE inventory requirements.

(4) Establish microcomputer software inventory. Control software by any method you deem appropriate. Document methodology used to maintain software inventory and forward a copy to DFAS-DE/M.

(5) In conjunction with the administration Deputate primary property custodian, establish an ADPE sign-out procedure for equipment being repaired off-site or lap top computers being taken on TDYs.

(6) Establish computer security training procedures for employees on use of microcomputers, LAN, terminals, and appropriate software.

(7) Establish recurring resource protection briefing (annually) for all employees on computer security, software security, viruses, etc.

(8) AISSO will establish PC security policy, i.e., BIOS passwords, screen savers, etc.

(9) AISSO establishes user profiles.

(10) Establish system security for FTP host.

b. FSO:

(1) Establish Terminal Area Security Officer (TASO) with the local base BNCC and OPLOC Systems Management Office.

(2) Coordinate the following items with the base communications group/squadron/base network control center. Follow Air Force directives:

(a) Software inventory.

(b) ADPE inventory.

(c) Hand receipts of equipment being repaired/taken TDY.

(d) Terminal security training.

(e) Resource protection.

(3) Coordinate with Systems Management Office for access to OPLOC managed system, i.e., On Line Report Review (OLRV)

c. ANG:

Same as FSO.

4. ★TASK - Small Computer Requirements Analysis.

Introduction: Responsible for ensuring all personnel have adequate small computer hardware and software.

a. OPLOC:

(1) Deputates identify their needs to systems division.

(2) Chief, Systems Management Office reviews needs and identifies small computer equipment/software to fill the need.

(3) Requisition all small computer hardware/software to fill requirements.

(4) Before setting up equipment and installing software, ensure it has been bar coded with applicable property identification.

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(5) Assists and coordinates training of employees on equipment and software.

(6) Coordinate with ADMIN on the implementation and maintenance of the life cycle replacement program.

b. FSO:

(1) Use local base procedures to requisition new small computer equipment and software. Subsequent to purchasing any equipment connecting to a DFAS owned system, coordinate with your MAJCOM and DFAS-DE/M.

(2) Upon receipt, set up equipment and install software.

(3) Provide training on new equipment/software.

c. ANG:

Same as FSO.

5. ★TASK. File Transfer

Introduction: Provide sufficient file transfer capability for other than main frame transfers.

a. OPLOC:

(1) Chief, Systems Management Office determines FTP host establishment with coordination from deputates.

(2) Provide firewall protocols through local LAN manager to applicable Enterprise Management Office (EMO).

b. FSO:

(1) Responsible for providing FTP client information to Systems Management Office.

(2) Follow local procedures.

c. ANG:

Same as FSO.

6. ★TASK - Small Computer Technical Support.

Introduction: Systems Management Office serves as the OPLOC PC Maintenance Field Technicians.

a. OPLOC:

(1) Perform microcomputer diagnostics and preventive maintenance on all equipment not on a preventive maintenance contract.

(2) Assure that preventative maintenance contract is in place on equipment of high value. Work with Administration Deputate and DFAS-DE/M on what equipment should be on contract.

(3) Follow established procedures to have micro computers repaired.

(4) Use established policies for hand receipts on equipment leaving the building for repair.

(5) Systems Management Office Field Technician or Contractor are the only authorized personnel to connect/disconnect PC's and peripheral equipment.

b. FSO:

(1) If your base has a small computer maintenance contract, contact the local base communications group/squadron for required service.

(2) Use hand receipts on equipment leaving the office.

c. ANG:

Same as FSO.

7. ★TASK - Performance Analysis

Introduction: Perform analysis on communication connectivity.

a. OPLOC:

(1) Track NIPRNET and Local Network performance.

(2) Help Desk or Systems Management Office submits and tracks Action Request System (ARS)/remedy ticket.

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(3) Track telecommunications work order status and completion. Inform appropriate branch/division supervisors as to the expected completion date.

(4) Track computer/communications performance contracts to measure exceed/not met standards. Prepare documentation to contracting officer as required to report performance of contractors.

b. FSO:

No action required.

c. ANG:

No action required.

8. ★TASK - Provide Communications Systems Management.

Introduction:

- Plan and direct implementation of new revised communications systems.
- Provide technical guidance for communications systems maintenance.
- Develop/recommend local communication systems enhancements.

a. OPLOC:

(1) Receive notification from EMO for new/upgrade communication system changes/enhancements. Pass information to deputates on action required.

(2) Discuss any special actions that are required to be performed prior to communication system changes/enhancements.

(3) Ensure any special equipment/software to support the new programs is purchased and installed by the communication system changes/enhancements implementation date and placed on the appropriate property records.

(4) Answer all questions from OPLOC personnel on communications system support.

(5) Serve as the technical expert on communications software/program problems.

(6) Coordinate enterprise network availability with the appropriate EMO, including weekend/holiday schedule and ELAN downtime for preventive maintenance/communication system changes/enhancements.

(7) Coordinate telecommunications availability with appropriate provider.

b. FSO:

Follow established local procedures.

c. ANG:

Same as FSO.

★ ATTACHMENT 1

LABELING AND INDEXING ELECTRONIC RECORDS

1. Floppy disk paper jacket labels or optical disc labels should include the originating office symbol, title, beginning and ending dates, what software was used to create the records, and on what equipment it was produced.
2. Computer magnetic tape container labels or optical disc container labels should include the volume/serial number, the name of the program office sponsoring the data, and data set name(s). Identification of any access restrictions should be included on any external label.
3. Document, file, and directory naming conventions (internal labels) should be simple, understandable, and standardized so that users can find and use information stored on disks or tapes.
4. Retention/disposition of electronic records is governed by AFI 37-138, and/or the General Records Schedule until the DFAS Schedules of Disposition have been approved by the National Archives and Records Administration. Therefore, electronic records, with their physical location, must be identified on an approved file plan in order to keep abreast of their location and retention/disposition.

MEDIA CARE

1. Back up the files and documents, preferably after every update. Retain the back up in an approved off-site storage area separate from the location of the records that have been copied.
2. Prohibit the use of floppy diskettes or optical discs for exclusive long-term storage (20 to 25 years) of permanent records; the acceptable format for transferring permanent electronic records to the National Archives and Records Administration is magnetic tape or cartridge. Temporary storage of permanent records on floppy diskettes or optical discs is acceptable, as is the use of them for reference purposes.

3. Keep disks and tape drives clean and give them periodic preventive maintenance.
4. Keep disks and tapes away from strong electrical or magnetic fields.
5. Do not touch the recording surfaces of floppy diskettes or optical discs, do not fold or bend them, and do not write on the paper jacket.
6. Do not touch the recording surfaces of floppy diskettes or optical discs, do not fold or bend them, and do not write on the paper jacket.
7. Keep food and drink away from storage media as well as equipment.
8. Store floppy diskettes, tapes, or optical discs in a vertical position in a storage container.
9. Store floppy diskettes or optical discs under normal office conditions, taking care to avoid extreme fluctuations of temperature or humidity.
10. Ensure that information is not lost due to changing technology or deterioration by converting storage media to provide compatibility with the current hardware and software. Before conversion to a different medium, agencies must determine that the authorized disposition of the electronic records can be implemented after conversion.